**User stories**

**Team 94**

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| --- | --- |
| Student Number | Team Member Name |
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Tutor: Prakash Bhandari

Date: 24/08/2018

**User stories**

|  |  |
| --- | --- |
| System  Role | Description |
| Board of CRC | Makes decisions on management and services, analyses data reports |
| Staff | Updates database by recording customer and car rental information |
| Customer | Uses rental services |

|  |  |  |  |
| --- | --- | --- | --- |
| # | Story | Story points (1, 2, 4, 8, 16, 32) | Priority (MoSCoW) |
| 1 | As a staff, I want to record customer and vehicle details, so the database is accurate and updated.     * Main page has “New rental form” button to open a new form * Customer information, car information, store information and time are recorded in their respective columns on the form * Information on form is stored in the database when “Submit” is clicked * Able to receive cars that were picked up from another store * Rental and customer information are recorded in history only after car has passed final inspection and returned. * Car\_ID or Customer’s name can be used to search the transaction and record the car’s status and location. | 2 | Must |
| 2 | As board, I want to analyse customer data to improve our services.   * Main page has “Analysis” menu item, which redirects to an analysis page consisting of filters * Filter is displayed in a drop down list. “Organize by” and drop down list has options “month” or “store”. Once chosen, it will redirect to a results page displaying all months or stores and their information as listed below   + Organize by store:     - Shows model of most picked up car and the quantity for each month     - Shows model of most returned car and the quantity for each month     - Shows model of least picked up car and quantity for each month     - Shows model of least returned car and quantity for each month   + Organize by month:     - Shows model of most popular car and quantity for each store     - Shows model of least popular car and quantity for each store   + When user clicks any of the months when “Organize by month”, it will filter to that specific month   + When user clicks any of the stores’ address when “Organize by store”, it will filter to that specific store. This removes information for all other stores from the page | 4 | Must |
| 3 | As a staff, I want an account that has access to customer and transaction details   * An interface to log in/out * Staff are allocated accounts with read/write privileges * Passwords are covered with asterisks when logging in * Passwords are encrypted in the database * Submitting correct username and password will allow user to login to system * Submitting incorrect username or password will cause “Incorrect username or password” message to appear * Session management: Staff stays logged in while navigating to other pages. Staff privileges are not available when logged out | 8 | Must |
| 4 | As a customer, I want to receive recommendations, so I can rent a vehicle that is suitable for my needs.   * “Recommend me a car!” button   + Input: City, budget and Month, Output: Car types   + All input fields are required   + If button is pressed while fields are not completed, “Please fill in city and/or month” message will appear * Logging in is not required | 1 | Must |
| 5 | As a customer, I want to view the details about all available cars, so I can rent a car.     * “Search for available cars” button on main page redirects to the car search page * Car search page consists of a form   + Pick up date input box(dd/mm/yy) \*required   + Return date input box (dd/mm/yy) \*required   + Seating dropdown list (default is “any”) with options “2,4,5,7,8,12”   + City dropdown list (default is “any”)   + Below the input boxes is a “search” button that redirects to the results page * Results page displays car model, seating, city, store, engine, fuel system, capacity. Click “view this car”  redirects to individual car result page. * Individual car results page shows more car information available from database * Able to view cars without logging in | 1 | Should |
| 6 | As a customer, I want to rent a car online, so I can pick it up in person faster   * Upon finding favoured car, customer can click “Rent this car button” which is found on the individual car’s result page * “Rent this car button” redirects to a form which requests: Customer First Name, Last Name, Contact number, email address,  Home address * Customer and rental information is required in the form * “Submit” button to submit the form * If the form is incomplete, a message “incomplete form, please fill in (section)” will be displayed * Log in not required   + If the customer is not logged in, they will be required to enter their details (name, phone number…)   + They will be presented with “Register Account” option. | 2 | Should |
| 7 | As a customer, I want to be able to register for an account to store my personal details   * “Create account” button on the web page * Certain information is only viewable to individual customer and staff (Staff are unable to view passwords and/or all payment details) * Create account button leads to web page with details to be completed such as: First Name,  Last name, Email address, Contact Ph. Number, Residential address. * Submitting an incomplete template will return the user with a dialogue box, prompting for completion of the form. * Submitting a complete form will lead user to a “Welcome to Car Rental Website” screen presenting the users profile. | 2 | Should |
| 8 | As a customer, I want to be able to log into the system so that I can use the functions without including personal information   * Menu has “Login” button which redirects to login page * Login page has a form, with username and password to fill, with a “login” button to submit the form * If username or password is empty, “Please fill up all fields” with “ok” button is displayed, it dismisses the message * If username and password is correct, user successfully logs in and redirected to the main page * If username or password is wrong, “Wrong username or password” with “ok” button is displayed, it dismisses the message | 1 | Should |
| 9 | As a customer, I want different payment methods, so that payment can be flexible   * Add to shopping cart button for each car in the viewing page * “Check out” button leads to payment page * Payment options in payment page (Payment options include various Cards, Banks, Online transfer methods and/or Cash on pickup) * “Pay now or pay in installments” button on payment page | 1 | Should |
| 10 | As a customer, I want to see all available store locations, so that I can go to the nearest store.   * “Store location”  button redirects to location page * Location page shows all store locations * Enter postcode/suburb to show nearest stores * Clicking on any store gives user option to click on “see available cars at this location” button. | 1 | Could |
| 11 | As a customer, I want to be able to view prices online, so I can compare and rent the car with best value.   * Compare prices between cars * Compare prices between competitors | 1 | Could |

|  |  |  |  |
| --- | --- | --- | --- |
| 12 | As a customer, I want the ability to cancel my reservation at any time.   * User can cancel reservation, at the cost of deposit * “Cancel Reservation” Button given to user on profile page if a reservation has been made, * Clicking cancel reservation prompts user to confirm as it will cost them their deposit amount | 1 | Must |

**Release and Sprint Plans**

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Tutor: Prakash Bhandari

Version: 1

Date: 24/08/2018

**Table of Contents**

[Release Plan 1](https://docs.google.com/document/d/1pfzOmAQoXpUwbm0J1g8UusvuOa9zEMvesQp_BzaNrA4/edit#heading=h.gjdgxs)

[Release 1 1](https://docs.google.com/document/d/1pfzOmAQoXpUwbm0J1g8UusvuOa9zEMvesQp_BzaNrA4/edit#heading=h.30j0zll)

[Feature Title 1 1](https://docs.google.com/document/d/1pfzOmAQoXpUwbm0J1g8UusvuOa9zEMvesQp_BzaNrA4/edit#heading=h.1fob9te)

[Feature Title 2 1](https://docs.google.com/document/d/1pfzOmAQoXpUwbm0J1g8UusvuOa9zEMvesQp_BzaNrA4/edit#heading=h.3znysh7)

[Release 2 1](https://docs.google.com/document/d/1pfzOmAQoXpUwbm0J1g8UusvuOa9zEMvesQp_BzaNrA4/edit#heading=h.2et92p0)

[Feature Title 1 1](https://docs.google.com/document/d/1pfzOmAQoXpUwbm0J1g8UusvuOa9zEMvesQp_BzaNrA4/edit#heading=h.tyjcwt)

[Feature Title 2 1](https://docs.google.com/document/d/1pfzOmAQoXpUwbm0J1g8UusvuOa9zEMvesQp_BzaNrA4/edit#heading=h.3dy6vkm)

[Release 3 2](https://docs.google.com/document/d/1pfzOmAQoXpUwbm0J1g8UusvuOa9zEMvesQp_BzaNrA4/edit#heading=h.1t3h5sf)

[Feature Title 1 2](https://docs.google.com/document/d/1pfzOmAQoXpUwbm0J1g8UusvuOa9zEMvesQp_BzaNrA4/edit#heading=h.4d34og8)

[Feature Title 2 2](https://docs.google.com/document/d/1pfzOmAQoXpUwbm0J1g8UusvuOa9zEMvesQp_BzaNrA4/edit#heading=h.2s8eyo1)

[Delivery Schedule 2](https://docs.google.com/document/d/1pfzOmAQoXpUwbm0J1g8UusvuOa9zEMvesQp_BzaNrA4/edit#heading=h.17dp8vu)

[Estimated Velocity: 2](https://docs.google.com/document/d/1pfzOmAQoXpUwbm0J1g8UusvuOa9zEMvesQp_BzaNrA4/edit#heading=h.3rdcrjn)

[Sprint Plan 3](https://docs.google.com/document/d/1pfzOmAQoXpUwbm0J1g8UusvuOa9zEMvesQp_BzaNrA4/edit#heading=h.26in1rg)

[Sprint 1 3](https://docs.google.com/document/d/1pfzOmAQoXpUwbm0J1g8UusvuOa9zEMvesQp_BzaNrA4/edit#heading=h.lnxbz9)

[Current Velocity: 3](https://docs.google.com/document/d/1pfzOmAQoXpUwbm0J1g8UusvuOa9zEMvesQp_BzaNrA4/edit#heading=h.35nkun2)

[Story ID: Title 3](https://docs.google.com/document/d/1pfzOmAQoXpUwbm0J1g8UusvuOa9zEMvesQp_BzaNrA4/edit#heading=h.1ksv4uv)

[Story ID: Title 3](https://docs.google.com/document/d/1pfzOmAQoXpUwbm0J1g8UusvuOa9zEMvesQp_BzaNrA4/edit#heading=h.44sinio)

[Story ID: Title 3](https://docs.google.com/document/d/1pfzOmAQoXpUwbm0J1g8UusvuOa9zEMvesQp_BzaNrA4/edit#heading=h.2jxsxqh)

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**Release Plan**

**Release 1 (Internal features)**

Start: 27 August

Estimated Velocity: 8 story points / sprint

Delivery date: 30 September 2018

Total Story Points: 12

Provide primary functions for internal use. Staff will be able to make changes to the car and customer data. This will allow for all actions to be logged in the database, should there be an issue later on. Also allows for more flexibility when making reservations.

**Database updating**

Staff are able to record customer data and update available cars

|  |  |  |
| --- | --- | --- |
| **Story ID** | **Story Title** | **Story Points** |
|  | Give management/staff accounts | 1 |
|  | Recording customer personal information | 2 |
|  | Search for existing customers | 2 |
|  | Record bookings for customers | 1 |
|  | Record pick up/return of cars | 1 |
|  | Add/remove cars from DB | 1 |
|  | Story Point Sub-Total: | 8 |

**Data analysis**

Management can fetch relevant data and display current context in proper format

|  |  |  |
| --- | --- | --- |
| **Story ID** | **Story Title** | **Story Points** |
|  | Search for customer information | 1 |
|  | Sort/organize list of results | 2 |
|  | Filter customer information | 1 |
|  | Story Point Sub-Total: | 4 |

**Release 2 (Customer features)**

Delivery date: To be negotiated Total Story Points: 12

Short paragraph summarising the goals for this release.

Provide customers with online security when using this service. Securing all accounts with user verification and authentication will ensure reservations are made by the designated user. This also ensures the security of user details that are present on the profile page.

**Role based authentication (Management/Staff/Customer)**

Short paragraph summarising this feature and its business value.

Provide Customers with a sense of safety, and aid them in trusting the service so they are more inclined to register an account. Allowing customers ease of registering accounts also promotes a returning, loyal customer base.

|  |  |  |
| --- | --- | --- |
| **Story ID** | **Story Title** | **Story Points** |
|  | Different privileges for different roles | 2 |
|  | User verification | 1 |
|  | User authentication | 1 |
|  | Customer registration | 1 |
|  | Story Point Sub-Total: | 5 |

**Car booking**

Customers can view all available cars and use the search and  car recommendation functions without logging in

|  |  |  |
| --- | --- | --- |
| **Story ID** | **Story Title** | **Story Points** |
|  | View information on available cars | 2 |
|  | Location based car recommendation | 1 |
|  | Display store locations | 1 |
|  | Booking function | 2 |
|  | Price comparison between cars | 1 |
|  | Story Point Sub-Total: | 7 |

**Release 3 (Payment compatibility)**

Delivery date: To be negotiated Total Story Points: 5

Show compatibility with online payment and booking

Payment options allows the Customer to pay with different methods. By being compatible with various types of payment methods, CRC ensures that all customers can pay with whichever method they feel most comfortable with.

**Front-end online payment and booking features**

Show compatibility with online payment and booking

|  |  |  |
| --- | --- | --- |
| **Story ID** | **Story Title** | **Story Points** |
|  | Shopping cart | 1 |
|  | Check out and payment options (Online or in store) | 2 |
|  | Story Point Sub-Total: | 3 |

**Front-end online payment and booking features**

Show compatibility with online payment and booking

|  |  |  |
| --- | --- | --- |
| **Story ID** | **Story Title** | **Story Points** |
|  | Shopping cart | 1 |
|  | Check out and pay | 1 |
|  | Story Point Sub-Total: | 2 |

**Delivery Schedule**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Week 6 | Week 7 | Week 8 | Week 9 | Week 10 | Week 11 | Week 12 | Week 13 |
| Sprint 1 | | | | Sprint 2 | | | |
| Release 1 | | | | | | Release 2 | |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Week 14 |  |  | Week 17 | Week 18 |  | Week 20 |  |
| Sprint 3 | | | | Sprint 4 | | | |
| Release 2 | | | | Release 3 | | |  |

4 team members

10h a week / person

40h a week / team

160h of work / sprint

**Estimated Velocity: 8 (½ of calculated velocity)**

2 story points per week

**Sprint Plan**

**Sprint 1**

Total Story Points: 2 Total Hours: 38.5

Current Velocity: 8 (Estimated velocity / 2)

**Story ID:** Give management/staff accounts

|  |  |  |  |
| --- | --- | --- | --- |
| **Task ID** | **Task Description** | **Estimate** | **Taken** |
|  | Create account for management/staff with access to Database | 1 |  |
|  | Write test cases | .5 |  |
|  | Verify story is complete (acceptance test) | .5 |  |
|  | Story Points: 1 Total Hours: | 2 |  |

**Story ID:** Recording customer personal information when customer picks up or returns a car (Staff)

|  |  |  |  |
| --- | --- | --- | --- |
| **Task ID** | **Task Description** | **Estimate** | **Taken** |
|  | Create form for staff to record customer information | 2 |  |
|  | Code to store information to database | 2 |  |
|  | Write test cases | .5 |  |
|  | Verify story is complete (acceptance test) | .5 |  |
|  | Story Points: 2 Total Hours: | 5 |  |

**Story ID:** Search for existing customers

|  |  |  |  |
| --- | --- | --- | --- |
| **Task ID** | **Task Description** | **Estimate** | **Taken** |
|  | Create a page and search box | 1 |  |
|  | Write code to retrieve customer data from database | 2 |  |
|  | Create a table in the page to display customer data | 1 |  |
|  | Allow staff to edit customer data | 1 |  |
|  | Write test cases | .5 |  |
|  | Verify story is complete (acceptance test) | .5 |  |
|  | Story Points: 2 Total Hours: | 7 |  |

**Story ID:** Record completed bookings of customers

|  |  |  |  |
| --- | --- | --- | --- |
| **Task ID** | **Task Description** | **Estimate** | **Taken** |
|  | Create section for filling up car booking details | 2 |  |
|  | Write test cases | .5 |  |
|  | Verify story is complete (acceptance test) | .5 |  |
|  | Story Points: 1 Total Hours: | 3 |  |

**Story ID:** Record pick up/return of cars

|  |  |  |  |
| --- | --- | --- | --- |
| **Task ID** | **Task Description** | **Estimate** | **Taken** |
|  | Create DB to log all pickup/return of cars | 2 |  |
|  | Write test cases | .5 |  |
|  | Grant staff edit permissions | .5 |  |
|  | Verify story is complete (acceptance test) | .5 |  |
|  | Story Points: 1 Total Hours: | 4.5 |  |

**Story ID:** Add/remove cars from DB

|  |  |  |  |
| --- | --- | --- | --- |
| **Task ID** | **Task Description** | **Estimate** | **Taken** |
|  | Write test cases | .5 |  |
|  | Allow staff to edit information | 1 |  |
|  | Verify story is complete (acceptance test) | .5 |  |
|  | Story Points: 1 Total Hours: | 2 |  |

**Story ID:** Search for customer information

|  |  |  |  |
| --- | --- | --- | --- |
| **Task ID** | **Task Description** | **Estimate** | **Taken** |
|  | Code to retrieve/search specific customers from DB | 2 |  |
|  | Allow staff to edit customer data | 1 |  |
|  | Write test cases | .5 |  |
|  | Verify story is complete (acceptance test) | .5 |  |
|  | Story Points: 1 Total Hours: | 4 |  |

**Story ID:** Sort/organize list of results

|  |  |  |  |
| --- | --- | --- | --- |
| **Task ID** | **Task Description** | **Estimate** | **Taken** |
|  | Create table that displays results | 1 |  |
|  | Code to retrieve/search specific customers | 2 |  |
|  | Allow staff to edit customer data | 1 |  |
|  | Results can be organised in different ways (eg. alphabetical or by DOB) | 2 |  |
|  | Write test cases | .5 |  |
|  | Verify story is complete (acceptance test) | .5 |  |
|  | Story Points: 2 Total Hours: | 7 |  |

**Story ID:** Filter customer information

|  |  |  |  |
| --- | --- | --- | --- |
| **Task ID** | **Task Description** | **Estimate** | **Taken** |
|  | Create DB with customer information | 1 |  |
|  | Write test cases | .5 |  |
|  | Code criteria based search function | 2 |  |
|  | Verify story is complete (acceptance test) | .5 |  |
|  | Story Points: 1 Total Hours: | 4 |  |